

Overview

This standard is about monitoring the receipt, storage or dispatch of goods.

The standard applies to all forms of goods, including those that require temperature-controlled environments.

This standard is relevant to all those who are responsible for monitoring the receipt, storage or dispatch of goods as part of their job role.

Performance criteria

You must be able to:

1. maintain the health and safety of yourself and others at all times, in line with the relevant legislation and organisational requirements
2. assess the risks associated with the work before starting and throughout the activity, take action to minimise risks where possible or report in line with organisational procedures
3. confirm that the required personal protective equipment (PPE) for the work being carried out is worn at all times in line with organisational procedures
4. confirm that the relevant training has been received to carry out the work, recognise the limits of your competence and seek access to further training where required
5. comply with the policies and procedures of the organisation and the relevant legal and organisational requirements relating to the receipt, storage and dispatch of goods
6. check the goods to be received, stored or dispatched, confirm they match the relevant documentation and resolve or report any discrepancies
7. confirm a suitable area for receiving, storing or dispatching the goods and check that the area is safe and secure
8. identify any hazards and potential difficulties in carrying out the receipt, storage or dispatch of goods, and resolve them with colleagues or the customer
9. maintain effective communication with colleagues while monitoring the work
10. identify equipment requirements for the receipt, storage or dispatch of the goods and confirm that those operating the equipment have been adequately trained and hold relevant current licences, where required
11. confirm the storage conditions required for goods being stored
12. use organisational systems to monitor the receipt, storage or dispatch of goods
13. monitor and confirm that the quality and quantity of the goods being received, stored or dispatched meets organisational records
14. provide information on the goods and their requirements to the relevant colleagues or customers
15. organise and monitor the movement or rotation of goods in accordance with organisational procedures to assist with receipt, storage or dispatch
16. confirm the work area is maintained in a clean and tidy condition throughout the activity
17. deal effectively with issues that arise within the scope and limitations of your

Monitor receipt, storage or dispatch of goods

responsibilities and competence and report issues which cannot be resolved, in line with organisational procedures

18. maintain and store the required records in line with relevant legal requirements and organisational procedures

Knowledge and understanding

You need to know and understand:

1. your responsibilities under the relevant health and safety legislation and organisational requirements
2. how to identify hazards and assess risks associated with the work being carried out, and the suitable control measures and Safe Systems of Work (SSoW) that can be put in place to reduce risks
3. the relevant personal protective equipment (PPE) that should be worn when receiving, storing or dispatching goods
4. the organisation's policies and procedures and the relevant legal and organisational requirements relating to the receipt, storage and dispatch of goods
5. the types of goods received, stored and dispatched by the organisation
6. the roles and responsibilities of colleagues and why it is important to maintain communication and work effectively with colleagues while monitoring the work
7. the equipment required for the receipt, storage or dispatch of goods in the organisation and the requirements for training and certification to operate it
8. the storage conditions relevant to the type of goods to be received, stored or dispatched in the organisation
9. the sources of information on the capacity and limitations of storage facilities in your area of responsibility
10. how to monitor the quality and quantity of the goods being received, stored or dispatched
11. the methods of stock rotation and movement used by your organisation
12. how to organise and monitor the movement of goods and the resources required
13. the organisational systems available for monitoring the receipt, storage and dispatch of goods
14. the issues that may occur with the receipt, storage and dispatch of goods, the actions to take and organisational procedures for reporting issues that cannot be resolved
15. the information and recording systems used by the organisation and the requirements for maintaining records, including data protection legislation and organisational procedures for data security

Glossary

Equipment: e.g. tools, implements, machinery, lifts, conveyors, cranes, sack barrows, vehicle ramps, piano wheels, dollies, trucks, trolleys, skates, roller sets, stair climbers, shoulder straps and webbing, ladders

Health and safety includes mental and physical wellbeing

Personal Protective Equipment (PPE) could include: high-visibility clothing, hard hats, protective clothing, eye protection, masks, gloves, safety footwear

Resources: stock control system, warehouse management systems, documentation, stock check records

Safe System of Work (SSoW) is a method of work that puts in place control measures arising from a risk assessment, in order to manage identified hazards, which are broken down into four elements: safe person; safe equipment; safe place; and safe practice.

Storage conditions could include:

- General ambient storage
- Fulfilment or E-commerce
- Restricted access – Bonded, Hazardous, Special licences, eg Pharmaceuticals, Veterinary drugs
- Segregated
- Quarantined
- Ventilated
- Temperature controlled
- Bulk storage for holding liquids, powders or grain
- External yard storage for larger, weather-resistant goods

SFLWS33



Monitor receipt, storage or dispatch of goods

Developed by	Lantra
Version Number	3
Date Approved	28 Feb 2026
Indicative Review Date	28 Feb 2031
Validity	Current
Status	Original
Originating Organisation	Skills for Logistics
Original URN	SFLWS33
Relevant Occupations	Warehouse and Distribution, Removals
Suite	Warehousing and Storage
Keywords	monitor; storage; dispatch; goods; warehouse; logistics
